

# Family First Health Care Yale- Lexington

## **24 Hour Cancellation/No Show Policy**

At Family First Health Care, our goal is to provide quality medical care in a timely manner. We have implemented a cancellation/no show policy which enables us to better utilize available appointments for our patients in need of medical care. *As a courtesy, our office sends out automated appointment reminders via voice or text message two days in advance of your appointment.*

We understand that there are times when you must miss an appointment due to emergencies or other obligations. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit. Getting cancellation information in advance allows us to schedule and serve our patients.

**If an appointment is not cancelled at least 24 hours in advance you will be charged a fifty-dollar (\$50) fee; this will not be covered by your insurance company. To cancel appointments, call the Family First Health Care Office or respond to the automated appointment reminder.**

**Failure to present at the time of a scheduled appointment without cancelling at least 24 hours in advance will be recorded in the patient's chart as a no show and will also be subject to the fifty-dollar (\$50) fee. Three no shows may result in being discharged from our practice.**

By signing below, you acknowledge that you have read and understand the Cancellation/No Show Policy for Family First Health Care, as described above. Thank you for your understanding and cooperation.

Patient's Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_